

FIG. 1

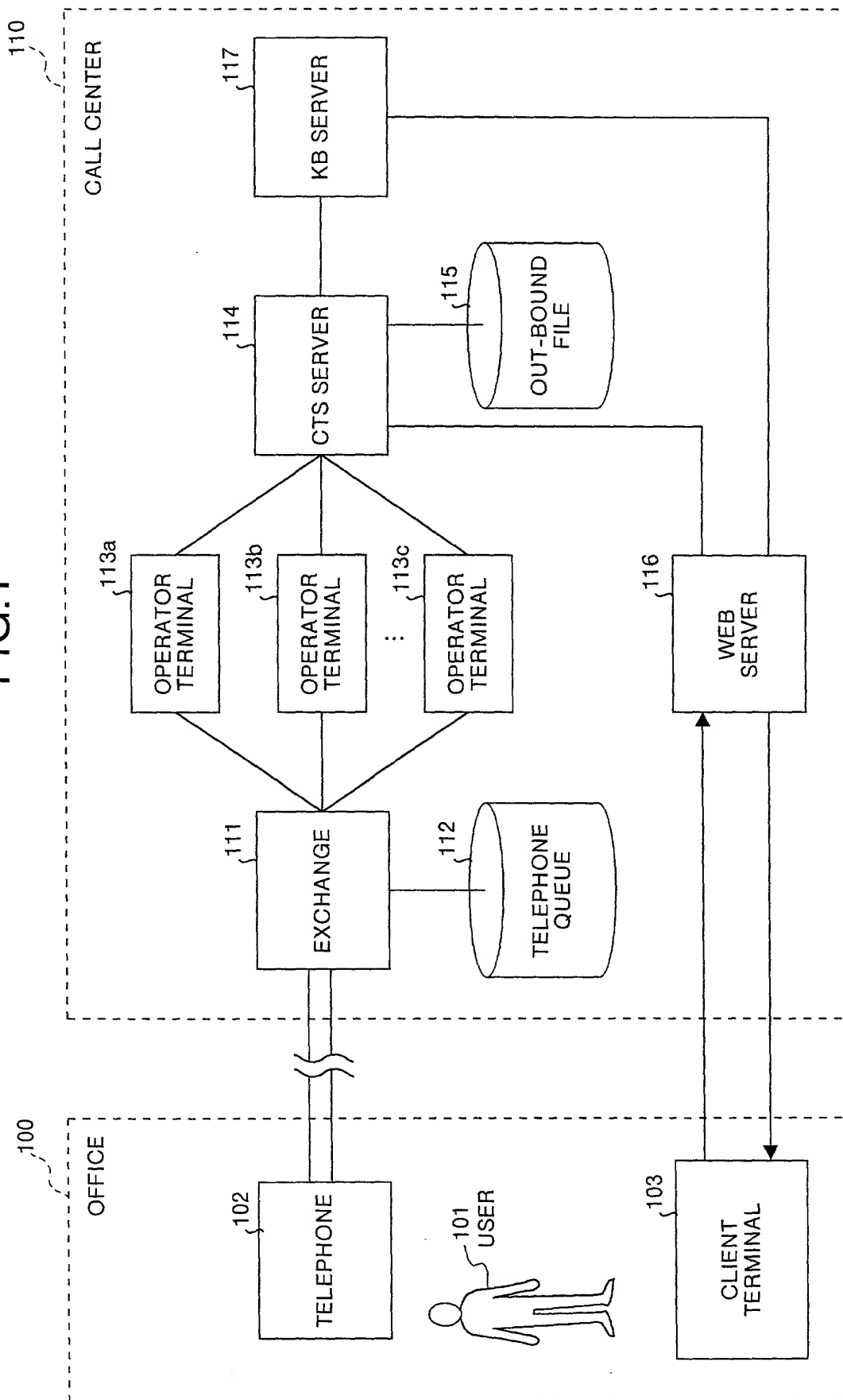


FIG.2

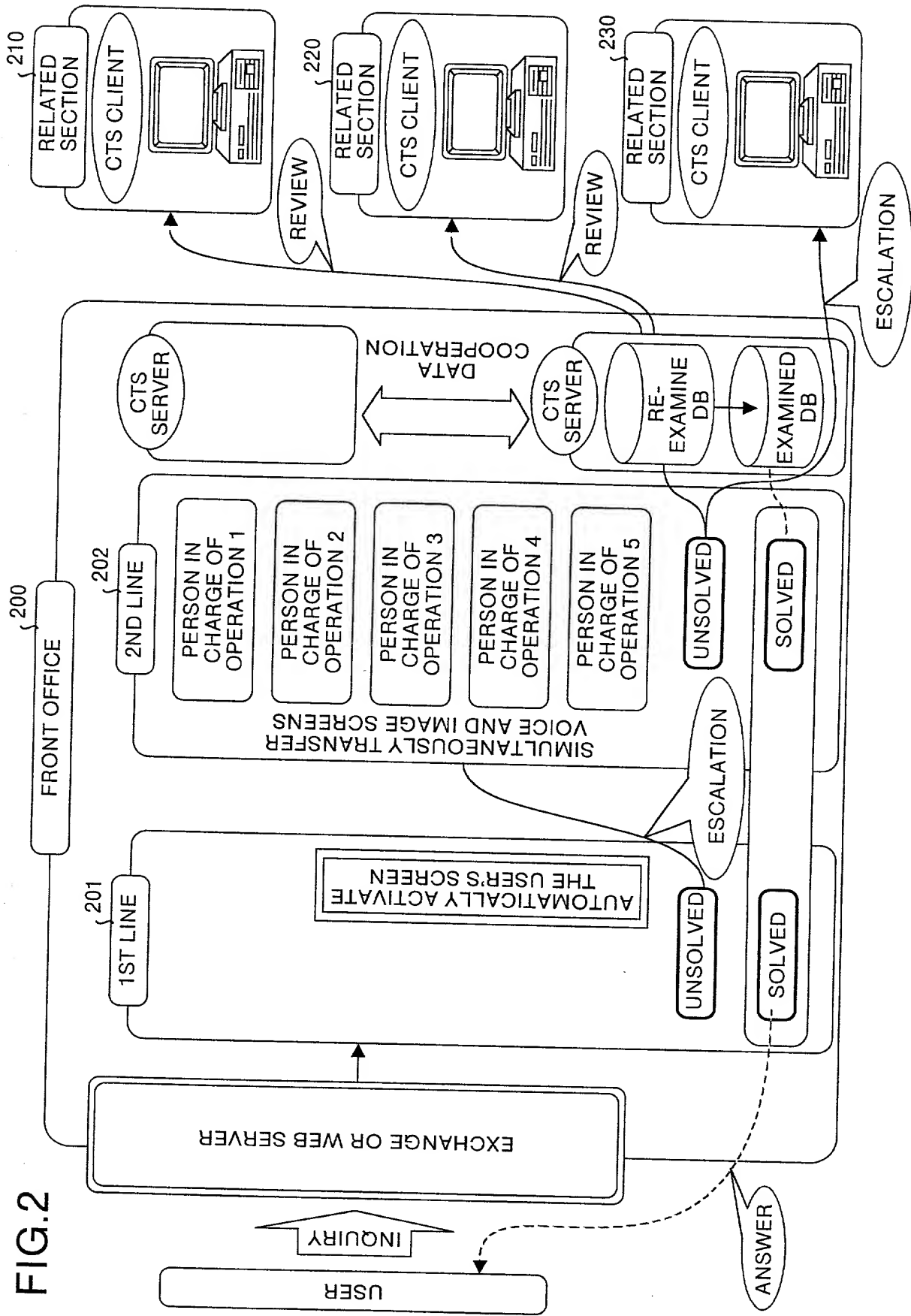
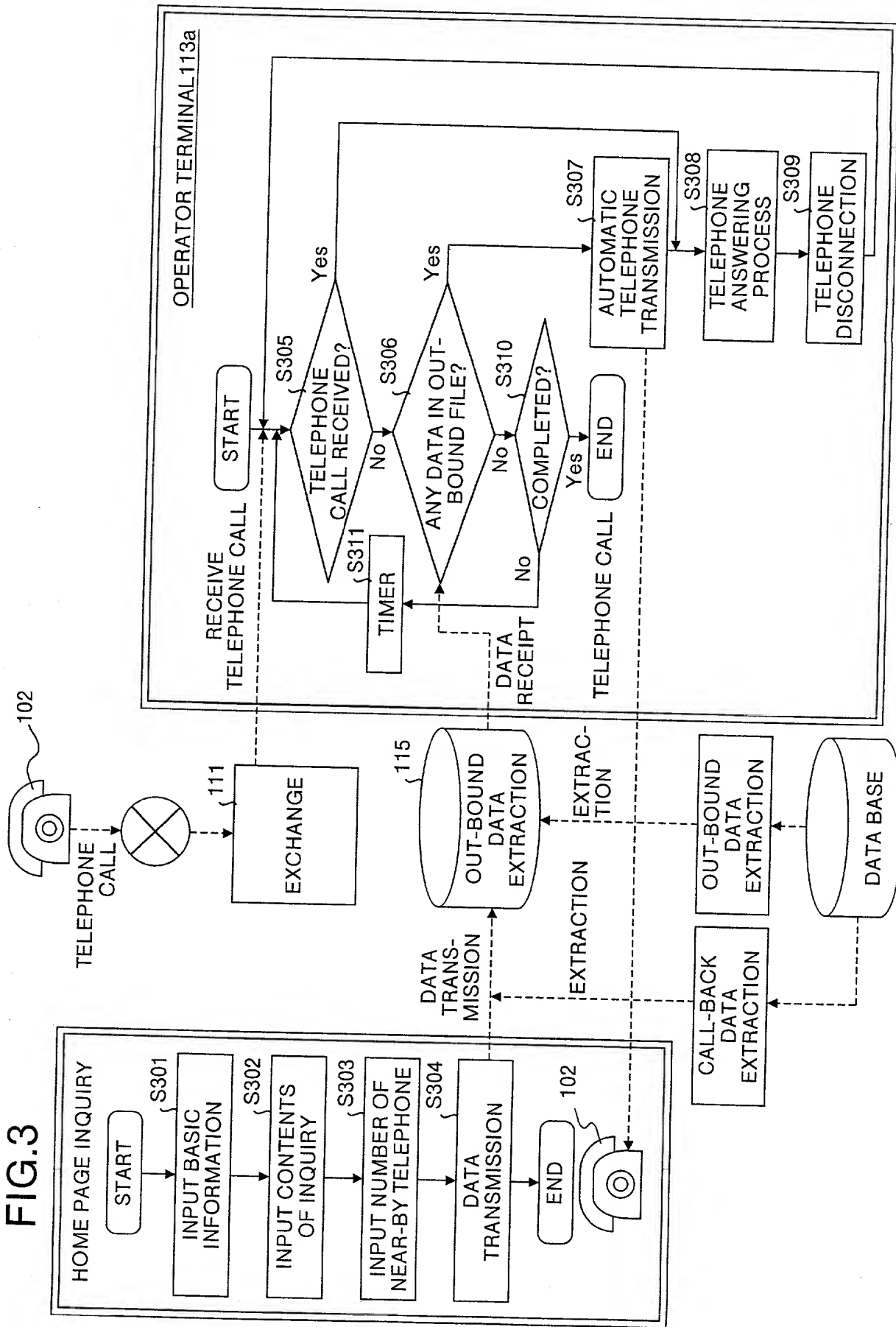


FIG. 3



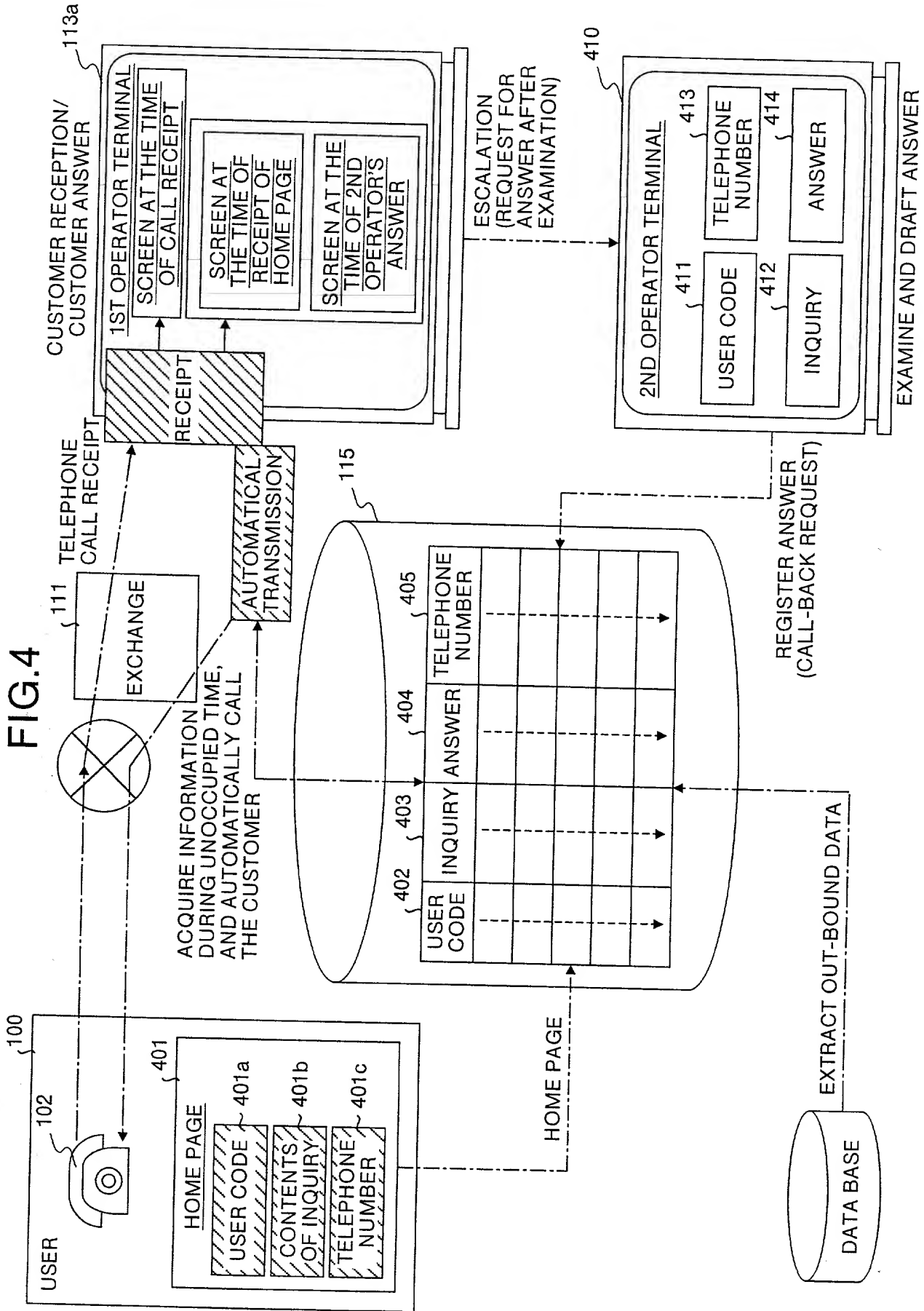


FIG.5

FILE(F) EDIT(E) DISPLAY(V) SHIFT(G) FAVORITE(A) HELP(H)

LINK

WINDOW UPDATE

INTERNET START

TYPE ID STATE ELAPSED TIME (DAY) USER CODE NAME CATEGORY

271 OPEN 021 0027 999999 ANONYMOUS BUSINESS 1

ITOU-KAIHATSU

JOB HOLDER

DEFAULT

QUEUE

QUEUE LIST

IN CHARGE

QUEUE LIST

ACCOUNTING SECTION

STOCK PARTS

CALL RECEIVED

PLEASE ANSWER THE CALL

RESPONSE

DURING RECEIPT

PRESS THE BOTTON

SYSTEM 228

FIG.6

FILE(F) EDIT(E) DISPLAY(V) SHIFT(G) FAVORITE(A) HELP(H)	
A	
LINK	
WINDOWS UPDATE INTERNET START	
CASE NAME UNSET 4	
USER CODE : 201808 BUSINESS TYPE CODE : 1234 OFFICE BUILDING : OUTSIDE SYSTEM DUMMY OFFICE (9990)	NAME IN CHINESE CHARACTERS : 清水 祐子 DEPARTMENT : 1234 CLASS : <input type="text"/>
NAME IN KANA CHARACTERS : シミズ ヒロコ RETRIEVAL OF USER : ANONYMOUS DATE OF FILE : 2000/01/26 19:04:33	ENROLLED COMPANY : <input type="text"/> CLEAR
TELEPHONE NUMBER : 0123-45-6789	
CASE <input type="text"/> RETRIEVE <input type="text"/> PAST CASE <input type="text"/>	
FORM OF INQUIRY : SECTION 1 <input type="text"/> CATEGORY : BUSINESS 1 <input type="text"/> EVALUATION : NONE <input type="text"/>	CONTENTS OF ANSWER :
CONTENTS OF INQUIRY :	CONTENTS OF ANSWER :
MAIL ANSWER RECEIVING END ADDRESS	TRANSMISSION HISTORY : [UN-TRANSMISSION] MAIL TRANSMISSION
STAND-BY	
CASE NAME UNSET 4	
SYSTEM 19:20	

FIG. 7

401

NEW INQUIRY

FILE(E) EDIT(E) DISPLAY(V) SHIFT(G) FAVORITE(A) HELP(H)

LINK

ADDRESS <http://jinji1/ht>

WINDOWS UPDATE INTERNET START CH

NEW INQUIRY

1. INPUT PERSONAL DATA

※IF USER CODE IS INPUTTED, IT IS NOT NECESSARY TO INPUT THE OTHER ITEMS

※PLEASE INPUT ONLY NECESSARY ITEMS

★USER CODE

※PLEASE INPUT USER CODE BY USING HALF-SIZE FIGURES

701

COMPANY NAME

DEPARTMENT

POST

2. INPUT YOUR INQUIRY

CONTENTS OF INQUIRY

CATEGORY

CONTENTS OF INQUIRY

702

AT PRESENT, I AM ON MATERNITY LEAVE, BUT I'LL SOON RETURN TO MY OLD JOB
PLEASE TELL ME THE RELATED PROCEDURES

PAGE DISPLAYED

INTRANET ZONE

FIG.8

NEW INQUIRY

FILE(F) EDIT(E) DISPLAY(V) SHIFT(G) FAVORITE(A) HELP(H)

LINK ADDRESS http://jinji1/ht

WINDOWS UPDATE INTERNET START CH

AT PRESENT,I AM ON MATERNITY LEAVE, BUT I'LL SOON RETURN TO MY OLD JOB
PLEASE TELL ME THE RELATED PROCEDURES

3. RETRIEVE INQUIRY

☆RETRIEVAL BASED UPON SOLUTION
THIS SYSTEM RETRIEVES PAST CASES FOR THE CONTENTS OF INQUIRY TO SOLUTION RETRIEVE SCREEN

☆INQUIRY TO CALL CENTER
THE ABOVE-MENTIONED CONTENTS OF INQUIRY ARE TRANSMITTED
PLEASE SPECIFY A METHOD TO ANSWER
※PLEASE INPUT BY HALF-SIZE FIGURES

○ INQUIRY BY TELEPHONE (SERVICE TIME ZONE: 8:40 TO 19:00)
YOU WILL HAVE A RETURN CALL TO SPECIFIED TELEPHONE NUMBER IMMEDIATELY FROM CALL CENTER. IF WE CANNOT CALL YOU FOR ANY REASON, WE WILL NOTIFY YOU OF THE STATE THROUGH AN E-MAIL

YOUR TELEPHONE NUMBER 0123-45-6789 703
E-MAIL ADDRESS shimizu@xx.co.jp

○ INQUIRY THROUGH E-MAIL
WE WILL GIVE YOU AN ANSWER ABOUT THE INQUIRY BY E-MAIL

E-MAIL ADDRESS FOR ANSWER

TRANSMIT RESET

PAGE DISPLAYED

INTRANET ZONE

704

705

FIG.9

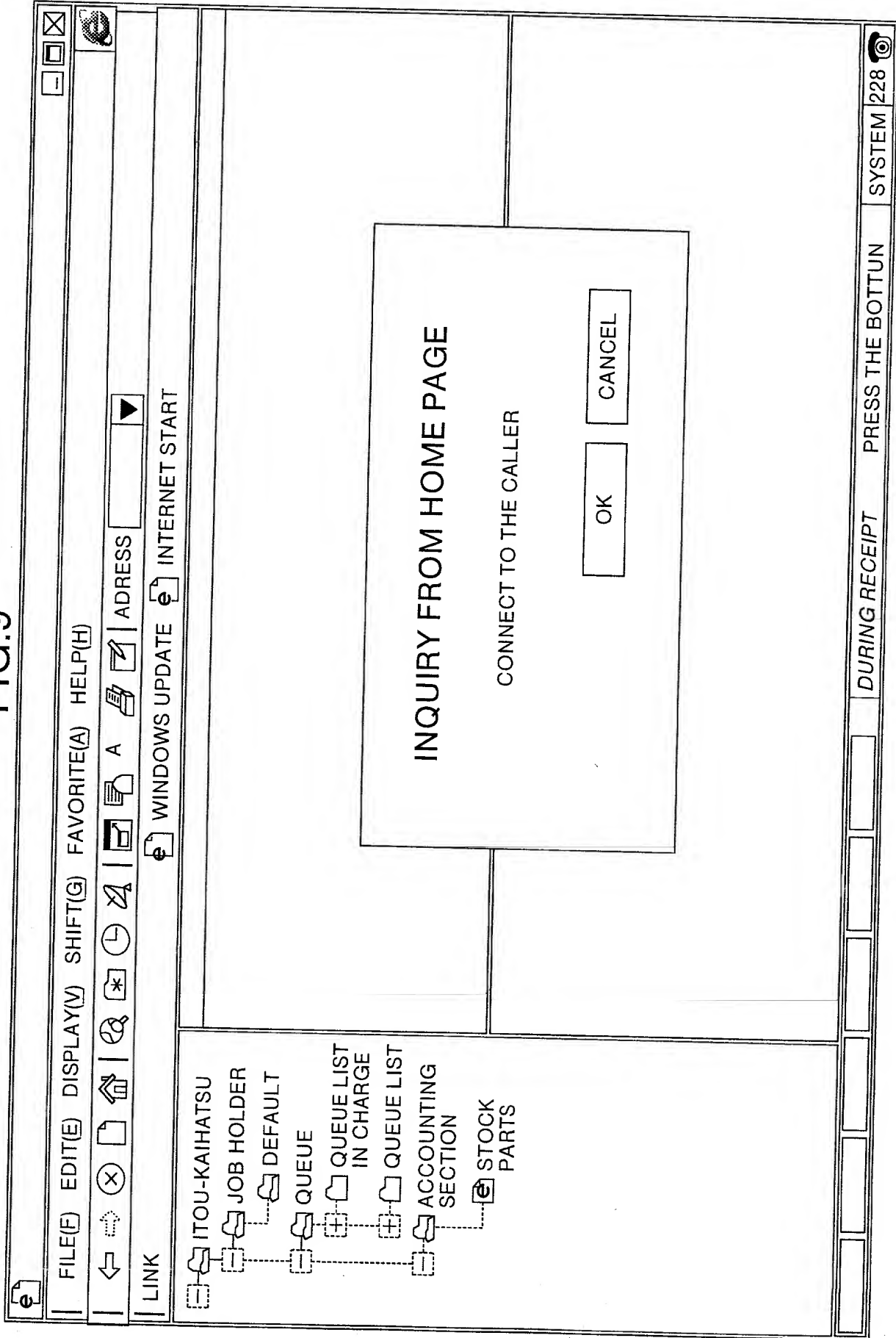


FIG.10

FILE(F) EDIT(E) DISPLAY(V) SHIFT(G) FAVORITE(A) HELP(H)													
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WINDOWS UPDATE INTERNET START													
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TRANSMISSION HISTORY : [UN-TRANSMISSION] MAIL TRANSMISSION													
STAND-BY	CASE NAME UNSET 4 SYSTEM 19:20												

FIG.11

FILE(F) EDIT(E) DISPLAY(V) SHIFT(G) FAVORITE(A) HELP(H)																
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